

North Carolina Department of Insurance

Information Technology Plan

For 2014-2016 Biennium



By

Rob Main

Chief Information Officer, NCDOI

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1 EXECUTIVE SUMMARY

1.1 PURPOSE

The purpose of this document is to provide Information Technology Plan for the 2014-2016 Biennium to the North Carolina State Chief Information Officer (SCIO) as required by G.S. 147-33.72B. The statute mandates that each agency submit a technology plan to the SCIO by October 1 of each even-numbered year. Session Law 2011-145, Section 6A2.(d) directed each agency to include any information technology project, or any segment of a multipart project, costing more than two hundred fifty thousand dollars (\$250,000) in the agency's most recent information technology plan.

1.2 ROADMAP

Goal	Objective	Initiative	Description	Funding Mechanism
Goal 1	Objective 1.1	Initiative 1.1.1	Consolidate Raleigh-area offices into single location	Appropriations
Goal 2	Objective 2.1	Initiative 2.1.1	Single Pane of Glass - OSFM	Grant
	Objective 2.2	Initiative 2.2.1	On-Line Association Meeting Registration - OSFM	Grant
Goal 3	Objective 3.1	Initiative 3.1.1	Financial Reconciliation - ASD	Appropriations
Goal 4	Objective 4.1	Initiative 4.1.1	Network and security infrastructure maintenance - ISD	Appropriations

2 NCDOI IT PLAN EXECUTIVE SUMMARY

A plan is just that—a plan. Now more than ever, we must continuously seek creative and sustainable ways to innovate, gain efficiencies, achieve more with less, reduce or eliminate waste, simultaneously reengineer and simplify, and improve the customer experience in a safe and secure manner. The NC Department of Insurance (DOI) must remain focused on the application of this strategic plan in order to proactively respond to emerging requirements within a constantly changing technology landscape.

The success of this plan will be measured across the following strategic objectives:

- Compliance with state statutes, policies, and industry best-practices;
- Timely responses to legislative mandates;
- Internal and external stakeholder satisfaction with improved Information Technology (IT) capabilities;
- Cost per IT service or transaction.

This IT Plan is a result of the dedicated and hardworking staff of the Information Systems Division. Led by Chief Information Officer Rob Main, this cohesive and collaborative team of professionals is directly embedded with the critical business processes of DOI at all tiers of support. Some successes of the past two years include:

- Enhanced IT security processes, procedures, education and awareness activities;
- Completed the upgrade of network infrastructures at main DOI locations;
- Consolidation of antiquated analog phone systems onto a unified Voice Over IP platform;
- Incorporation of application development tools and platforms which improve performance and supportability;
- Automation of budget reporting process to provide near-real time access to cost center data for internal stakeholders;
- Improved service delivery and quality control over technical support requests;
- Adoption of mobile computing platforms to increase effectiveness of remote staff.

From a strong and secure IT infrastructure to a highly skilled team of IT professionals, accomplishing the strategic objectives allows us to provide new and improved services in more effective and efficient ways. In light of this, we have already embarked on several enterprise-wide endeavors, such as the following:

- Enhanced business continuity model which allows for real-time transfer of support and control to an alternate computing site;
- Wider adoption of mobile computing platforms where it makes good business sense;
- Incorporation of multi-channel functionality for DOI call centers;
- Consolidation of applications and platforms to eliminate redundancies;
- Integration of electronic signature methodologies to streamline former paper-based processes;
- Office space consolidation of Raleigh-area DOI locations.

These are undoubtedly challenging fiscal times. However, we look forward to continued and growing collaboration across all spectrums of DOI operations in providing high quality service to North Carolinians.

3 GUIDANCE

3.1 SCIO GUIDANCE

IT Vision

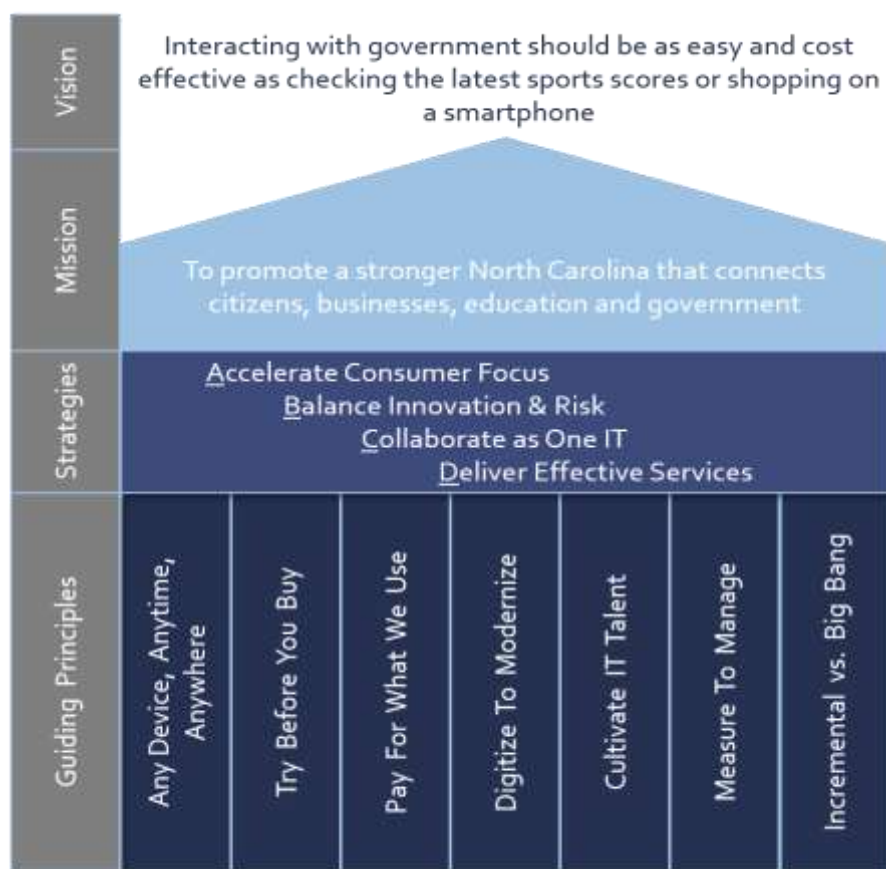
Making government services more accessible and efficient for all consumers is the foundation of the One IT strategy.

IT Mission

Promoting a stronger North Carolina that connects citizens, businesses, education, and government is the mission of IT.

IT Strategies

Strategies focus organizations to achieve complicated goals or objectives. With an eye to the future while sustaining current foundational requirements, the SCIO has adopted the “ABC” strategy to fix and modernize IT.



IT Vision, Mission, and Strategies

Strategy	Intended to:
A. Accelerate Consumer Focus	Embrace the consumerization of IT with a focus on the requirements of the consumer of technology
B. Balance Innovation and Risk	Try newer technologies while managing enterprise risk
C. Collaborate as One IT	Work as a team to accomplish our mission
D. Deliver Effective Operations	Focus on achieving business outcomes through effective and efficient technology delivery

In addition to the seven guiding principles outlined above, the SCIO’s [Cabinet Unite IT Strategy](#) focuses strongly on collaborative IT governance, big data and analytics (to include, but not limited to, work with GDAC and GIS), IT operations, and innovation.

The table below outlines the six IT business capabilities and five IT organizational capabilities highlighted in the Cabinet Unite IT Strategy.

Business Capabilities	Organizational Capabilities
Digital Focus	Collaborative IT Governance
Big Data and Analytics	Strategic Planning and Architecture
Enterprise Resource Planning	IT Program and Project Management
Application and Service Modernization	Innovation
Risk Management and Security	Talent Development and Management
IT Operations	

4 NCDOI MISSION

4.1 MISSION

The North Carolina Department of Insurance serves the citizens of North Carolina through consumer protection and education, safety training and promotion, and regulation of specified activities and industries.

This is accomplished by:

- Assuring an optimum marketplace in which consumers can readily purchase fairly-priced insurance products from sound, responsive entities;
- Educating the public in loss prevention and safety awareness, and by developing life safety standards;
- Maintaining a well-managed, fiscally-responsible organization staffed by knowledgeable, courteous, professional employees.

At all times, the affairs of the Department are conducted in an open, ethical manner and in the best interests of the public.

5 NCDOI IT VISION, MISSION, AND GOALS

5.1 IT VISION

Maintain the North Carolina Department of Insurance's position as a citizen-first agency by providing innovative services to North Carolinians through the adoption of platforms which lower costs, increase capabilities, and facilitate a workforce of the future.

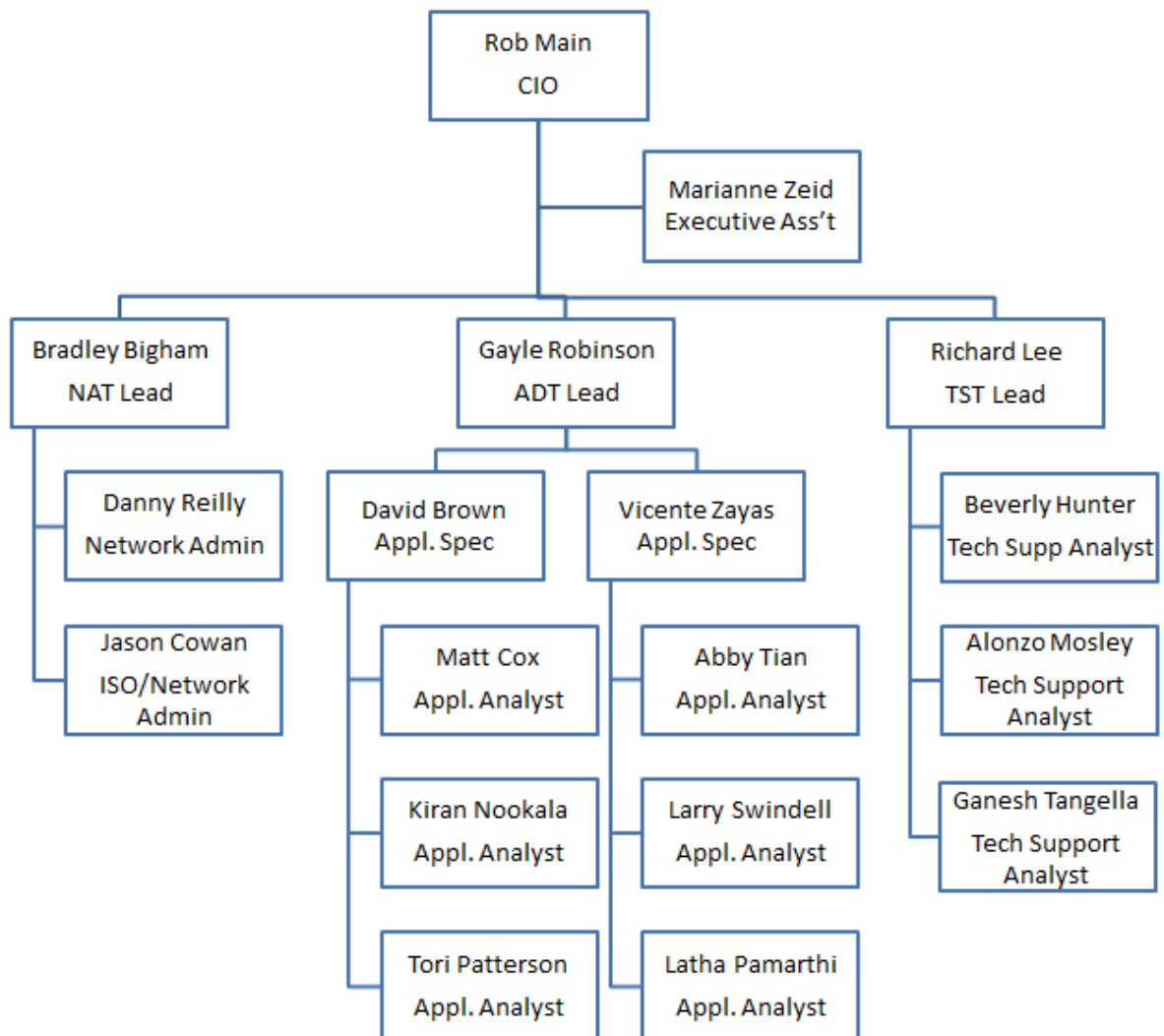
5.2 IT MISSION

Develop and deliver cost-effective, secure, flexible, innovative, and outcome-driven information technology services to the North Carolina Department of Insurance.

5.3 IT GOALS

- Comply with state statutes, policies, and industry best practices;
- Respond in a timely manner to legislative mandates;
- Bolster internal and external stakeholder satisfaction with continuously improving Information Technology capabilities;
- Reduce the cost per information technology service or transaction.

6 NCDOT IT ORGANIZATIONAL STRUCTURE (REPORTING STRUCTURE)



7 ADDITIONAL AGENCY REQUIREMENTS

7.1 INNOVATIVE FUNDING SOLUTIONS

NCDOI will continue to seek opportunities to lead statewide initiatives and collaborate with other state agencies in an effort to reduce costs and constantly improve services to citizens.

7.2 OPPORTUNITIES FOR STATEWIDE INITIATIVES

Objective 2.1 will bring all Office of State Fire Marshall applications under one roof. This will result in increased efficiencies for all stakeholders, internal and external, to include: streamlining reporting processes, tracking life-saving training more accurately, and allowing consolidated management of Fire Grants, Fire Inspections, and Fire Commission activities.

Appendix A: List of Major IT Projects

This purpose of this section is to provide list of major IT projects and applications (>\$250,000) that are in progress or planned in this biennium. The table below maps each project to overall goals and strategies. Individually, none of the projects as seen below exceed the \$250K threshold but collectively amount to approximately \$475K.

Project Name	Short Description	Related Goals and Objectives	Summary of Anticipated Benefits	Approximate Timeframe
Single Pane of Glass - OSFM	Grants, Inspections, and Fire Commission / Training are currently three separate and distinct applications which require fire chiefs to enter the same data across all. These systems do not entirely meet the needs of the customers, nor can they efficiently respond to GA mandates.	Goal 2 and Objective 2.1	<ul style="list-style-type: none"> * Field staff will have the ability to upload test results. * Delivery Agencies will be able to upload grades. * Fire departments and local government entities will be able to report via NFIRS. * Training calendar will be able to receive training request. * Proposed platform will be able to track upgrade and non-certification classes. * Drastic 50% improvement in efficiency over current tools and processes. 	4Q 2015
On-line	Application that would allow	Goal 2 and	* Current manual process would be eliminated, saving	4Q 2014

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Project Name	Short Description	Related Goals and Objectives	Summary of Anticipated Benefits	Approximate Timeframe
Association Meeting Registration - OSFM	public users to sign-up for a conference and select seminars. Payment would be accepted and deposited with appropriate association.	Objective 2.2	~\$20K/year in OSFM staff time.	
Financial Reconciliation - ASD	Application to allow financial reports, in MS Excel or CSV format, to be imported into an Oracle database so that data can be reconciled.	Goal 3 and Objective 3.1	* \$25K/yr in ASD staff time. * \$5K/yr in Controller's Office staff time.	1Q 2015
Network and security infrastructure maintenance	Installation/upgrade and maintenance and upgrade of network infrastructure	Goals 1 & 4 and Objectives 1.1 and 4.1	* Uninterrupted operation of critical business processes supported exclusively by ISD personnel.	Ongoing

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